



Re: Live Website

From Rebecca Branton <becky@teamwinn.org>

Date Thu 6/5/2025 10:09 AM

To Michele King <mking@ocluxerentals.com>

Thank you for your message. I understand this has been frustrating, and I truly wish the experience had felt more aligned with your expectations.

That said, I want to clarify that the scope of this project — as outlined in both the signed contract and the invoice — did not include the setup of the Twice Rentals app. In our conversations, the concern mentioned was that the site lacked flow, not that the rental app itself required full product configuration or setup. Had that been clearly stated within the first 24 hours, I would have let you know immediately that it fell outside my scope — as I am a Wix Partner, not a Twice Rentals expert — and a refund would have been possible at that time.

While I was offered access to the app, I did not proceed with it because I'm not familiar with its backend or workflow, and this was never discussed as part of the original agreement. My focus remained on the website redesign and overall structure, which were the deliverables outlined and agreed upon in writing.

I presented the updated site on time and followed up after hours to try and keep things on track for your desired launch date. Given the time, work, and communication invested in good faith, I will not be issuing a refund. This is in line with the terms stated in our signed agreement.

That said, I am still more than willing to support you however I can. I've cleared my schedule this afternoon and would be happy to walk through the Twice Rentals app with you via video chat. If you'd prefer to revert the site to its previous version instead, I can assist with that as well.

Please let me know how you'd like to proceed.

Best regards,
Becky

Marketing Strategist
Becky Branton-Griemann
WINN

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Office Hours

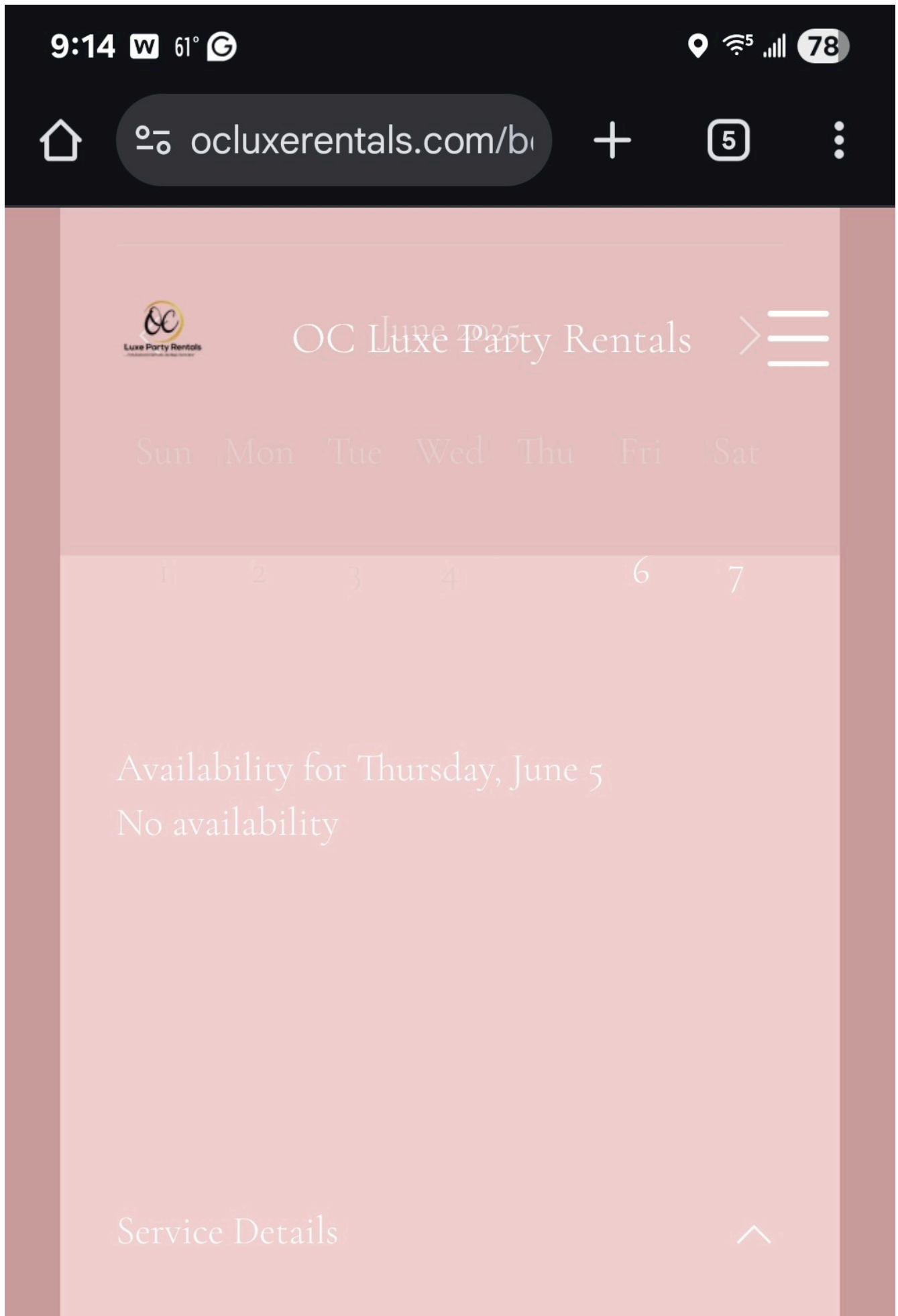
Monday–Thursday: 9:00 AM – 4:00 PM CST

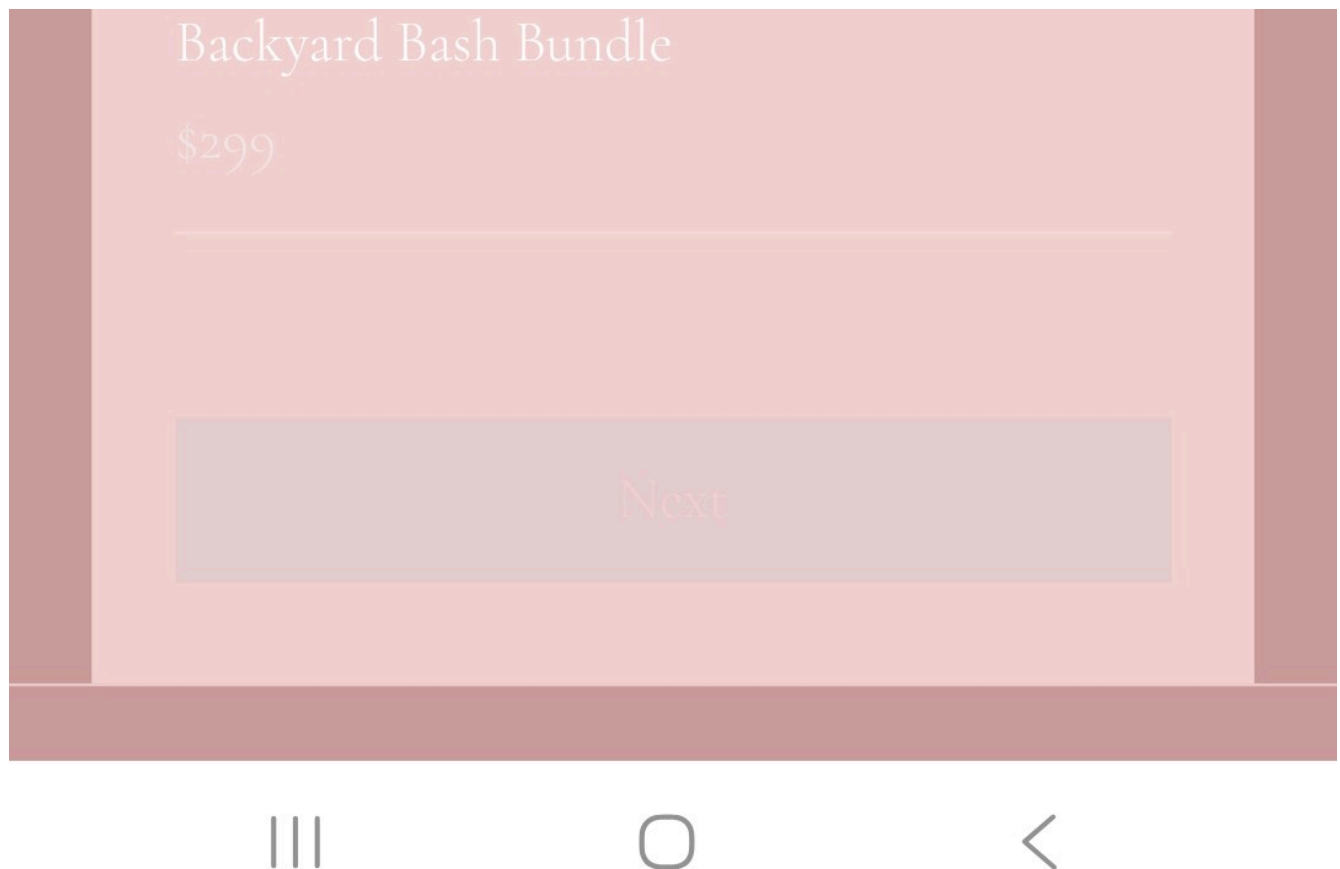
Friday: 9:00 AM – 12:00 PM CST

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On Thu, Jun 5, 2025 at 11:17 AM Michele King <mking@ocluxerentals.com> wrote:

Look at this, you can barely see the letters, the bottom is almost invisible, and you left out the description of what comes with the service. You scammed me, plain and simple. This is absolutely ridiculous.





Michele King
Chief Party Officer
(949) 652-6224
mking@ocluxerentals.com
www.ocluxerentals.com



From: Michele King <mking@ocluxerentals.com>
Sent: Thursday, June 5, 2025 9:12:56 AM
To: Rebecca Branton <becky@teamwinn.org>
Subject: Re: Live Website

Becky,

I appreciate your follow-up, but I want to be direct.

I did not request SEO services, nor was that ever discussed. I have no idea why that's being referenced now, and it has nothing to do with why I hired you. The project was always about creating a fully functional rental site using Twice Rentals, with a live, working Yard Cards section by our agreed-upon date. That was the reason I paid for a rush.

You never told me that you weren't familiar with Twice Rentals. You said you didn't have the login, which I offered you multiple times. Twice Rentals is a paid app, so why wouldn't I want my rentals built around it? As a result, the site remains incomplete and filled with errors. The changed URL also broke my QR code, creating unnecessary business setbacks. Offering to "walk me through it" after the fact doesn't fix the problem.

The deliverables were not met, and the work is incomplete. Despite your stated policy, this qualifies as a failure to provide the services I paid for, so I'm again requesting a refund.

Please confirm how you will proceed by tomorrow, June 6th, 2025.

Michele King
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From: Rebecca Branton <becky@teamwinn.org>
Sent: Thursday, June 5, 2025 8:45:45 AM
To: Michele King <mking@ocluxerentals.com>
Subject: Re: Live Website

Michele

I want to respond to your concerns and help clear up a few things.

Earlier this week, I let you know I was unable to access the Twice Rentals account. As I mentioned, I'm not familiar with that app, and I don't have the login credentials since I'm not the account owner. In our emails, phone calls, and texts, it was never communicated that the Twice Rentals services had not been set up — the feedback I received was that there was "no flow," which I addressed in the site redesign.

I presented the updated site to you by noon CST yesterday. I didn't hear back from you with concerns until 8:30 PM CST., and knowing how important it was for you to launch today, I followed up with calls and texts to try and connect. I understand you were busy, which is why I'm once again offering to meet via video chat so we can walk through the Twice Rentals app together and get things aligned.

Given the work that has already been completed and the time invested, I want to clarify that the scope outlined in our agreement — including the website redesign and SEO setup — has been fulfilled. While I understand there may still be additional needs with the Twice Rentals setup, that was not part of the original scope. As stated in our agreement, refunds are not available.

That said, I am still committed to helping you move forward. I've cleared my schedule this afternoon and am fully available to assist. If we work together through a quick video call, I'm confident we can still get this across the finish line today.

Let me know what time works best. If you'd prefer to restore the website to its previous version instead of moving forward with the updates, I can do that as well.

Please let me know how you'd like to proceed.

Best,
Becky

Best,
Becky
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On Thu, Jun 5, 2025 at 10:08 AM Michele King <mking@ocluxerentals.com> wrote:

Becky,

Thank you for your response. That said, I need to be very clear: this is not the service I paid for.

From the beginning, I was explicit—in the intake form, emails, and phone calls—that I was hiring you to set up a functional e-commerce platform using Twice Rentals for both OC Luxe Party Rentals and OC Luxe Yard Cards. The website design was a secondary concern. The core of this project was a fully functioning system with separated categories, customer-facing add-ons, area-based delivery fees, and a smooth checkout process. That has not been delivered.

I paid extra for the Yard Cards section to be prioritized and fully functional by this morning. That deadline has now passed, and the site still isn't complete. Not only is the Yard Cards section not operational as promised, but the entire website is riddled with errors, including book buttons that don't work, broken categories, incorrect information, you put Yard signs instead of Yard Cards, all the generic info, and product setup issues. Even worse, the Yard Cards URL was changed without discussing it with me, which broke the QR code I had printed and distributed, resulting in lost business and wasted marketing dollars.

I also asked you several times whether you needed my Twice Rentals login credentials, and you delayed until it was too late. Your response now implies that I should finish the setup myself. That is not acceptable. I hired you to handle these technical elements so I could focus on running my business, not to walk away with a half-built website and be told to build my own store.

If these tasks were outside the scope of what you could deliver, that should have been made clear upfront, not after the work was delayed, rushed, and still unfinished.

At this point, I am formally requesting a refund for services not rendered. Please confirm how you intend to proceed.

Michele King
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From: Rebecca Branton <becky@teamwinn.org>

Sent: Thursday, June 5, 2025 5:51:48 AM

To: Michele King <mking@ocluxerentals.com>

Subject: Re: Live Website

Michele,

I understand you're upset, and I want to acknowledge that. My goal has always been to help move your website forward, and I'm sorry this isn't aligning with your expectations.

Just to clarify — the scope for this project was the website redesign and a one-time SEO setup. I was under the impression that your products were already created, and that the main issue was with the flow and user experience, not the product setup itself.

The only text I received was about the mobile menu, which I addressed. I had been waiting for the other issues you mentioned, but nothing else came through via text. I now see the attachments you sent — this is the first time I'm seeing those images, as they didn't come through by phone.

As I mentioned earlier this week, I'm unable to log into Twice Rentals since I'm not the site owner and don't have the credentials — it's a security feature on their end. I'm happy to set up a video meeting and walk through the app and your goals together, if that would help. Just let me know what time works best for you.

Warmly,
Becky

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On Thu, Jun 5, 2025 at 6:48 AM Michele King <mking@ocluxerentals.com> wrote:

Becky,

This is very upsetting since this was the e-commerce/Rentals was what I hired you to do and was the main thing I need help with. The website design was such a small part of why I hired you. This is not what I was promised and you didn't fix anything from yesterday that i texted you about.

Best,

Michele King
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From: Rebecca Branton <becky@teamwinn.org>

Sent: Thursday, June 5, 2025 2:01:44 AM

To: Michele King <mking@ocluxerentals.com>

Subject: Re: Live Website

Hi Michele,

I've fixed the mobile menu—thanks for your patience on that!

After doing some research, I discovered that the Twice Rentals app *does* allow you to offer add-ons. You'll need to log into your Twice Rentals account and add these directly within the platform, just like you've done when adding products in the past.

Since I don't have access to your account and I'm not as familiar with the app as you are, it's best that you handle this part. That said, here's a quick guide to help:

How to Add Add-Ons in Twice Rentals:

1. **Log into your Twice Rentals Dashboard.**
2. **Go to the 'Products' section** where your rentals are listed.
3. Select the product you'd like to offer add-ons for.
4. Look for an **"Add-ons" or "Extras"** tab or option within that product's setup page.
5. Click **"Add Add-On"** and enter:
 - The add-on name (e.g. Balloon Garland, Neon Sign, etc.)
 - A description if needed
 - The price (if it's an upcharge)
 - Quantity or stock limit, if applicable
6. **Save your changes.** Repeat the process for other products or add-ons as needed.

Once you've added the options, customers should be able to select them during the checkout process.

I apologize that I can't do the heavy lifting on this one—I'll need your partnership here to get it set up properly.

Please let me know once this is completed so I can remove the items from the Wix store and ensure customers are directed to the Twice Rentals app instead.

Let me know if you need anything along the way!

Best,
Becky

Best,
Becky


On Wed, Jun 4, 2025, 7:26 PM Michele King <mking@ocluxerentals.com> wrote:
Hi Becky!

I just checked the mobile site. My laptop is at the office, so I won't be able to check that until tomorrow morning. I only have a minute before I have to set these displays up. I love the colors and the flow! 🥰

There are a few things that I still need help with. The menu is still missing. The mobile site is important because most potential customers will use it instead of the desktop. I

attached the screen recording for you to view. I also need the add-ons to be individualized. They may want mixed letters, extra words, and background Panels, so they need to be able to pick more than one. Can the graphic options go into a drop-down? Also, a drop-down for the color of the letters they want?

Best,

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signatureImage